

Export

Peak Incident Management System

Call Reference	PC0250729	Call Logger	Andy Dunks -- Security Ops
Release	Reported In -- HNG-X Rel. Ind.	Top Ref	
Call Type	Live Incidents	Priority	B -- Business restricted
Contact	Andy Dunks	Call Status	Closed -- Administrative Response
Target Date	11/04/2016	Effort (Man Days)	0
Summary	ARQ data extractions showing Duplicates		

Progress Narrative

Date:08-Apr-2016 12:17:10 User:Andy Dunks

CALL PC0250729 opened

Details entered are:-

Summary:ARQ data extractions showing Duplicates

Call Type:L

Call Priority:B

Target Release:HNG-X Rel. Ind.

Routed to:Audit-Dev - _Unassigned_

Date:08-Apr-2016 12:17:10 User:Andy Dunks

[Start of Response]

Some of the data spread sheets that are generated via the audit retrieval process are showing a number of duplicates on the summary sheet.

Please investigate.

[End of Response]

Response code to call Live Incidents/Defects(L) as Potential Problem Identified(38)

Date:08-Apr-2016 14:56:04 User:Gerald Barnes

Evidence Added - Files with duplicate transactions

Date:08-Apr-2016 15:13:09 User:Gerald Barnes

[Start of Response]

The duplicates are as follows -

FAD...:Ctr JSN range

261420::2 5026965 - 5027219

261420::3 4407440 - 4407453, 4407454 - 4407620

261420::4 40406 - 40592

I attach the files with the duplicates.

For example -

5026965 is in FN01_BRDB_AUD_B_AUDIT20151023083002_20151024_013440_V001.audgz and FN01_BRDB_AUD_B_AUDIT20151023083002_20151025_115827_V001.audgz.

4407440 is in FN01_BRDB_AUD_B_AUDIT20151023083002_20151024_013440_V001.audgz and FN01_BRDB_AUD_B_AUDIT20151023083002_20151025_115827_V001.audgz.

4407454 is in FN01_BRDB_AUD_B_AUDIT20151014083002_20151015_013230_V001.audgz and FN01_BRDB_AUD_B_AUDIT20151024083001_20151025_012808_V001.audgz.

40406 is in FN01_BRDB_AUD_B_AUDIT20151023083002_20151024_013440_V001.audgz and FN01_BRDB_AUD_B_AUDIT20151023083002_20151025_115827_V001.audgz.

The reason for these duplicates needs to be identified before the prosecution team submits its spreadsheets.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Hours spent since call received: 5 hours

Date:08-Apr-2016 15:13:48 User:Gerald Barnes

The Call record has been transferred to the team: BDB-Host-Dev

Date:11-Apr-2016 10:24:12 User:Steve Goddard

The Call record has been assigned to the Team Member: Gareth Seemungal

Date:11-Apr-2016 12:54:10 User:Gerald Barnes

[Start of Response]

I missed out a file. I attach a zip of the two files that both contain 4407454.

[End of Response]

Response code to call type L as Category 40 -- Pending -- Incident Under Investigation

Hours spent since call received: 2 hours

Date:11-Apr-2016 13:30:56 User:Gerald Barnes
Evidence Added - Second set of duplicates

Date:11-Apr-2016 13:43:34 User:Gareth Seemungal
BRDB_AUD_FEED ran just the once (not twice as I initially feared) so no duplicate files have been created.

Passing back to Gerald to investigate the possibility that the AUD files have been gathered twice.

Date:11-Apr-2016 13:43:57 User:Gareth Seemungal
The Call record has been transferred to the team: Audit-Dev
The Call record has been assigned to the Team Member: Gerald Barnes

Date:11-Apr-2016 16:01:44 User:Gerald Barnes
[Start of Response]
Several identical files were gathered twice and this has caused the duplicate transactions.

On the day in question, 24th October 2015, the audited share was migrated. Because of some problems doing this the audit configuration file was temporarily edited and ?pnas002? was changed to ?lprplmf001?. This caused files to be gathered twice because the gatherer relies on the full hierarchic path of the file being gathered to be the same to prevent it gathering a file a second time.

I attach a file of all the audit logging done which includes the word AUDIT20151024083001. This shows the problem developing.
[End of Response]
Response code to call type L as Category 38 -- Pending -- Potential Problem Identified
Hours spent since call received: 2 hours

Date:11-Apr-2016 16:02:18 User:Gerald Barnes
Evidence Added - Audit logging.

Date:11-Apr-2016 16:05:35 User:Gerald Barnes
[Start of Response]
The duplicate transactions are because files generated on the 24th October 2015 were gathered twice due to an error in the process of migrating the share on which they lay from one platform to another. The data the spread sheets produced is completely valid.
[End of Response]
Response code to call type L as Category 94 -- Final -- Advice and guidance given
Routing to Call Logger following Final Progress update.
Hours spent since call received: 1 hours
Defect cause updated to 41 -- General - in Procedure

Date:26-Apr-2016 16:52:47 User:Jason Muir
[Start of Response]
Thank you. ARQ data sent to POL. Closing call.
[End of Response]
Response code to call type L as Category 68 -- Final -- Administrative Response
Routing to Call Logger following Final Progress update.

Date:26-Apr-2016 16:52:50 User:Jason Muir
CALL PC0250729 closed: Category 68 Type L

Root Cause	General - in Procedure
Logger	Andy Dunks -- Security Ops
Subject Product	General/Other/Misc -- Unknown General/Other/Misc (version unspecified)
Assignee	Andy Dunks -- Security Ops
Last Progress	26-Apr-2016 16:52 -- Jason Muir